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SALVATORE TAILLEFER

  
ARTHUR BLOOSTON  
1914 – 1999

**June 28, 2012**

AFFILIATED SOUTH AMERICAN OFFICES

ESTUDIO JAUREGUI & ASSOCIATES  
BUENOS AIRES, ARGENTINA

ROBERT M. JACKSON  
OF COUNSEL

PERRY W. WOOFER  
LEGISLATIVE CONSULTANT

EUGENE MALISZEWSKYJ  
DIRECTOR OF ENGINEERING

**WRITER'S CONTACT INFORMATION**

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202-828-5554

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Ms. Karen Majcher  
Vice President of the High Cost and Low Income Division  
Universal Service Administrative Company  
2000 L Street NW, Suite 200  
Washington, DC 20036

Public Utility Commission of Texas  
1701 N. Congress Ave., PO Box 13326  
Austin, TX 78711

RE: §54.313 - Annual Reporting Requirements for High-cost Recipients  
Electra Telephone Company, PO Box 111, Electra, TX, 76360  
Study Area Code 442069

Pursuant to Sections 54.313(a)(2) through (a)(6) and (h) of the Commission's Rules,  
enclosed herewith is the high-cost recipient annual report for 2012 of Electra Telephone  
Company. A copy of this report was also filed with the Universal Service Administrative  
Company, and with the Public Utility Commission of Texas.

If you have any questions regarding this filing, please do not hesitate to contact the undersigned.

Sincerely,

s/ Mary J. Sisak

Mary J. Sisak

**Annual 47 CFR 54.313 High-Cost Recipient Report and Certification**  
**WC Docket No. 10-90**

Reporting Year: 2012

Date of Filing: July 2, 2012

Company: Electra Telephone Company

**1. Outage Information - §54.313 (a)(2).**

The Company is a state-designated ETC and this information for the calendar year 2011 was not required to be reported to the state commission having jurisdiction over the Company as part of the annual ETC High Cost Support Use Certification. However, the state commission does have a requirement for companies to notify the commission in writing as soon as reasonably possible after a service interruption has occurred for four hours or more. The Company did not experience any service interruptions in 2011 that met the reporting criteria established by either the state commission or the FCC.

**2. Unfulfilled Service Requests - §54.313 (a)(3).**

The Company is a state-designated ETC and this information for the calendar year 2011 was not required to be reported to the state commission having jurisdiction over the Company as part of the annual ETC High Cost Support Use Certification. However, the state commission does have a requirement for companies to submit a quarterly Telephone Service Quality Report that provides information responsive to this request. Copies of the quarterly reports for 2011 are attached. The Company met 100% of its installation commitments and had no unfulfilled service requests during 2011.

**3. Complaints per 1,000 Connections - §54.313 (a)(4).**

The Company is a state-designated ETC and this information for the calendar year 2011 was not required to be reported to the state commission having jurisdiction over the Company as part of the annual ETC High Cost support Use Certification. However, the state commission does have a requirement for companies to submit a quarterly Telephone Service Quality Report that provides information relating to customer trouble reports. Copies of the quarterly reports for 2011 are attached. The state commission also has a customer complaint process that would require the Company to provide a written response to complaints. During the prior calendar year (2011), the Company had 0.00 complaints per 1,000 access lines for supported services as reported to any federal and/or state regulatory agencies.

**4. Additional Voice Data - §54.313 (h).**

The Company provides the following additional voice data on rates effective June 1, 2012 that fall below the effective Local Urban Rate Floor:

None

**5. Certification Pursuant to §54.313 (a)(5).**

The Company certifies that it is in compliance with applicable service quality standards and consumer protection rules.

**6. Certification Pursuant to §54.313 (a)(6).**

The Company certifies that it is able to function in emergency situations as set forth in §54.202(a)(2) of the Commission's Rules; specifically, that it has a reasonable amount of back-up power to ensure functionality without an external power source, that it is able to reroute traffic around damaged facilities, and that it is capable of managing traffic spikes resulting from emergency situations.

Signed:   
Deborah Nobles

Title: Vice President of Regulatory Affairs

Date: June 27, 2012

## PROJECT NO. 39301

## TELEPHONE SERVICE QUALITY REPORT

	<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	NA	NA	NA
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.71%	0.14%	0.07%
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

\*fill in according to recording methods used

Contact Name: Joseph Glass  
 Contact Telephone Number: 800-920-1975, Ext 258

RECEIVED  
 12 FEB - 8 AM 10:54  
 UTILITY COMMISSION  
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**STATEMENT OF ATTESTATION**

**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**

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**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

STATE OF ARKANSAS

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COUNTY OF LAFAYETTE

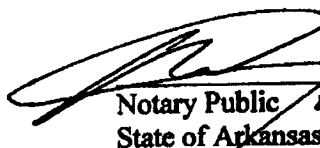
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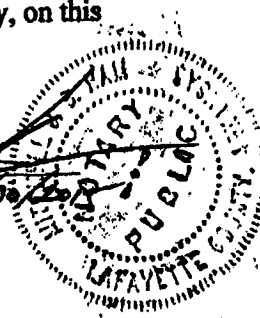
BEFORE ME, the undersigned authority, on this day personally appeared Joseph Glass representing Electra Telephone Company ("the Company"), who on his oath deposed and said:

"My name is Joseph Glass. I am employed by Electra Telephone Company in the position of Plant Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."

  
\_\_\_\_\_  
Joseph Glass, Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this  
the 3 day of February 2012

  
\_\_\_\_\_  
Notary Public  
State of Arkansas



**UTILITY: Electra Telephone Company**

**PERIOD ENDING: September 30, 2011**

**PROJECT NO. 39301**

**TELEPHONE SERVICE QUALITY REPORT**

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	<u>Objective</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
<b><u>INSTALLATION OF SERVICE</u></b>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	NA	NA	NA
<b><u>OPERATOR-HANDLED CALLS</u></b>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
<b><u>TROUBLE REPORTS</u></b>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.0%	0.0%	0.21%
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

\*fill in according to recording methods used

Contact Name: Joseph Glass  
Contact Telephone Number: 800-920-1975, Ext 258

**STATEMENT OF ATTESTATION**

TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION  
OF TEXAS

STATE OF ARKANSAS

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COUNTY OF LAFAYETTE

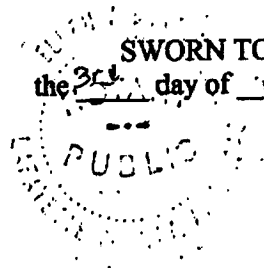
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"My name is Joseph Glass. I am employed by Electra Telephone Company in the position of Plant Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."

  
\_\_\_\_\_  
Joseph Glass, Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 3rd day of November, 2011.



  
\_\_\_\_\_  
Notary Public  
State of Arkansas



**UTILITY: Electra Telephone Company**

**PERIOD ENDING: June 30, 2011**

**PROJECT NO. 39301**

**TELEPHONE SERVICE QUALITY REPORT**

	<u>Objective</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	NA	NA	NA
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.0 %	0.01%	0.7%
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

\*fill in according to recording methods used

Contact Name: Joseph Glass

Contact Telephone Number: 800-920-1975, Ext 258

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**STATEMENT OF ATTESTATION**

**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**

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**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

STATE OF ARKANSAS

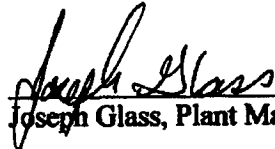
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COUNTY OF LAFAYETTE

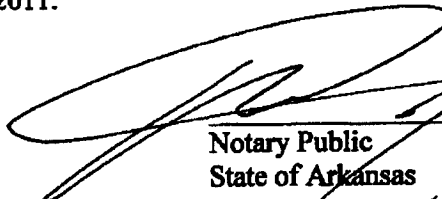
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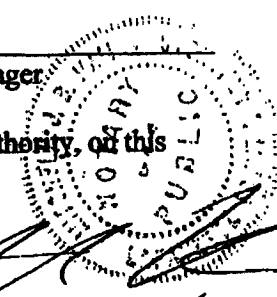
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"My name is Joseph Glass. I am employed by Electra Telephone Company in the position of Plant Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."

  
Joseph Glass, Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this  
the 25 day of July, 2011.

  
Notary Public  
State of Arkansas  
*Expires 6/30/2015*

 *Ham*

**UTILITY: Electra Telephone Company**

**PERIOD ENDING: March 31, 2011**

**PROJECT NO. 39301**

**TELEPHONE SERVICE QUALITY REPORT**

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TELEPHONE COMMISSION

	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
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10. Repair service				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.14%	0.07%	0.14%
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

\*fill in according to recording methods used

Contact Name: Joseph Glass  
Contact Telephone Number: 800-920-1975, Ext 258

**STATEMENT OF ATTESTATION**

TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
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PUBLIC UTILITY COMMISSION  
  
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STATE OF ARKANSAS

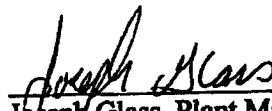
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COUNTY OF LAFAYETTE


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\_\_\_\_\_  
Joseph Glass, Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 4<sup>th</sup> day of May, 2011.

  
\_\_\_\_\_  
Notary Public  
State of Arkansas